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PERSONAL DETAILS

Date of Birth	04/03/1997	Gender	Male
Citizenship	Zimbabwean	ID Number	08-890929C50
Marital Status	Single	License Number	67048LM
Languages	English, Ndebele and Shona		

SUMMARY OF QUALIFICATIONS

Information technology and security professional dedicated and passionate about technology and security with a deep desire to continuously develop and upgrade myself through continuous training and certification courses as well as daily hands-on practice in a home lab environment. Seeking an opportunity to become part of a skilled IT team and continuously improve my skills. Exceptional communication and problem solving skills, flexible and adaptable, critical thinking & analytical skills, excellent people skills and a team player, good technical and decision making skills, attention to detail, network enumeration and reconnaissance, information gathering, vulnerability assessment, exploitation techniques, advanced penetration testing, time management and prioritization of tasks.

AREAS OF EXPERTISE

Security Best Practices, Policies, & Tools, Hardware and software support, Incident Response Concepts, Business Continuity Concepts, Disaster Recovery Concepts, Assessment Methodologies, Web Application Penetration Testing, Host & Networking Penetration Testing, Host & Networking Auditing, Access Control Concepts, Security Operations and Principles, Endpoint Protection/Logging, Scripting (PowerShell, Python), Firewall Management, RDS Management, Ticket Queue Management and Network Security Tools & Practices.

EDUCATION & PROFESSIONAL TRAINING

ELearning Junior Penetration Tester (eJPTv2)	2024
CompTIA Security+ SY0-601	2023
ITIL® 4 Foundation Certificate in IT Service Management	2023
(ISC) ² Certified in Cybersecurity (CC)	2023
INE Certified Cloud Associate	2024
Microsoft Azure Fundamentals (AZ900)	2024
Fortinet Certified Fundamentals Cybersecurity	2023

University Of Zimbabwe, Harare, ZW		
Bachelor of Science, Computer Science	2.1(Upper Second Class)	2020

PROFESSIONAL EXPERIENCE

Riozim Limited, Harare

IT Assistant (December 2023 – Present)

- Technical Support and troubleshooting assistance to end-users.
- Implementing network & infrastructure security and appropriate internal controls for data protection.
- Configuring, patching and maintaining network devices & services.
- Provide operational support, monitoring and management of all IT systems
- Implementing security measures including full disk encryption, firewall rules etc.

- Reviewing and recommending changes to IT policies.
- Research, analysis and evaluations new technologies (IT best practices).
- Participate in the change management process.
- IT Backup for information systems and applications.
- Eset Security Administration.
- Sophos Firewall Administration.
- Monitor and manage daily Syspro ERP implementations and configuration requests.
- ICT inventory for IT equipment spares and supplies.

Riozim Limited, Harare

IT Graduate Trainee (December 2021 – November 2023)

- Assist in the development and implementation of IT strategy
- Troubleshoot, repair and resolve issues with operating system, hardware and applications.
- Configuring Wi-Fi Devices.
- Provide operational support, monitoring and management of all IT systems.
- Active Directory Administration.
- Helpdesk and Support for all IT related issues concerning information systems and applications.
- Monitoring connectivity and attend connectivity challenges.
- Email, Skype for Business and VoIP services Administration.
- Installation and support of all ICT hardware and software.
- Asset Register Management.
- Riozim website update and maintenance.
- Participating in research and development on systems and roll-out of new applications

OK Zimbabwe, Harare

BIS Graduate Trainee (January 2021 – November 2021)

- Installing and configuring computer hardware, operating systems and applications for POS machines.
- Helpdesk and Support for all IT related issues concerning information systems and applications.
- Assist staff across different branches to setup systems and resolve IT related issues.
- Perform hardware and software installations, configurations and updates.
- Technical assistance with computer hardware and software.
- Responding in a timely manner to service requests.
- Prioritize and manage many open cases at one time.

Ecobank Zimbabwe, Harare

IT Attaché (August 2018 – July 2019)

- Computer hardware, operating system and application installations.
- Extracting reports from the database for different departments.
- Backing Up of data.
- Creating and removing users on AD (Active Directory) and deal with password issues.
- Support for all IT related issues concerning our service or systems.
- Checking for pending work and logging out users in the system.
- Installation of Western Union and Perago Certificates.
- Repair IT related faults or set up systems.
- Technology Bill Payments and IT Consumable management.

The Chairperson, Lecturer
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